

# Experiences Using JIRA: Lessons Learned from the Informatics R&D Lab

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# Agenda

- **Informatics Innovation Unit Overview**
- **What is JIRA**
- **How IIU uses JIRA**
- **Lessons Learned**
- **Questions & Answers**

## **Informatics Innovation Unit (IIU)**

- **A resource to CDC and the public health community that studies, prototypes, and tests new and innovative technology-based tools and resources to maximize programmatic public health impact.**
- **Our philosophy is, “Better, faster, low-cost experiments for how technology can improve public health.”**

## **IIU Program Priorities (aka “Services Provided”)**

- ❑ Applied Public Health Informatics Research Cloud
- ❑ Development Tools (Open Source)
- ❑ Prototype Development
- ❑ Consultation & Evaluation
- ❑ Physical Collaboration Space
- ❑ Information Sharing / Transparency



# CODE: An Open Source Development Tools Portal



Help

A Resource of the Informatics R&D Laboratory

CDC Public Health Informatics & Technology Program Office

Many of the tools require a **username and password** to edit or modify. Please email [InformaticsLab@cdc.gov](mailto:InformaticsLab@cdc.gov) to request commit privileges or with other questions. Read-only access is available without a username and password.



## Tools

- Confluence: <http://code.phiresearchlab.org/confluence> - Collaborate
- JIRA: <http://code.phiresearchlab.org/jira> - Track Projects
- Github source code repository: <https://github.com/informaticslab> - View Project Source Code



## News & Updates

- Git access to project source code, not available through [Github.com](https://github.com). Subversion deprecated.  
12/03/2012, 4:55PM
- CODE resources now online and available for use: Subversion, JIRA, Confluence.  
8/18/2011, 6:50PM
- [Suggest a new feature](#), [report a bug](#) or [recommend the creation of a new project](#) through the Informatics Lab JIRA tracker.  
08/18/2011, 6:57PM

More 



## Other Resources

- Git clone: "git clone <https://github.com/informaticslab/shirly.git> shirly", for more information on how to use git, try the [tutorial](#).
- [deprecated, will not work for much longer]  
SVN checkout: "svn co  
<http://code.phiresearchlab.org/svn/informaticslab/<projectname>/trunk>"



## About Us

CODE is a resource provided by the [CDC Informatics R&D Lab](#) for use by the public health informatics community to collaborate on software projects.

This is a new site and features will be added incrementally based on input from participants and priorities of the R&D Lab. Enjoy and collaborate away!

More 

## JIRA Defined

- ❑ Commercial tool from Atlassian to “track and organize issues, plan and assign work, and follow team activity.”
- ❑ Licensing available as either self-hosted or OnDemand (Atlassian hosted)
  - ❑ “Starts at \$10,” but realistically costs more
  - ❑ Hosted is \$1200 for 25 users
  - ❑ OnDemand is \$50/month for 25 users
- ❑ Self-hosted is available for free to open source projects

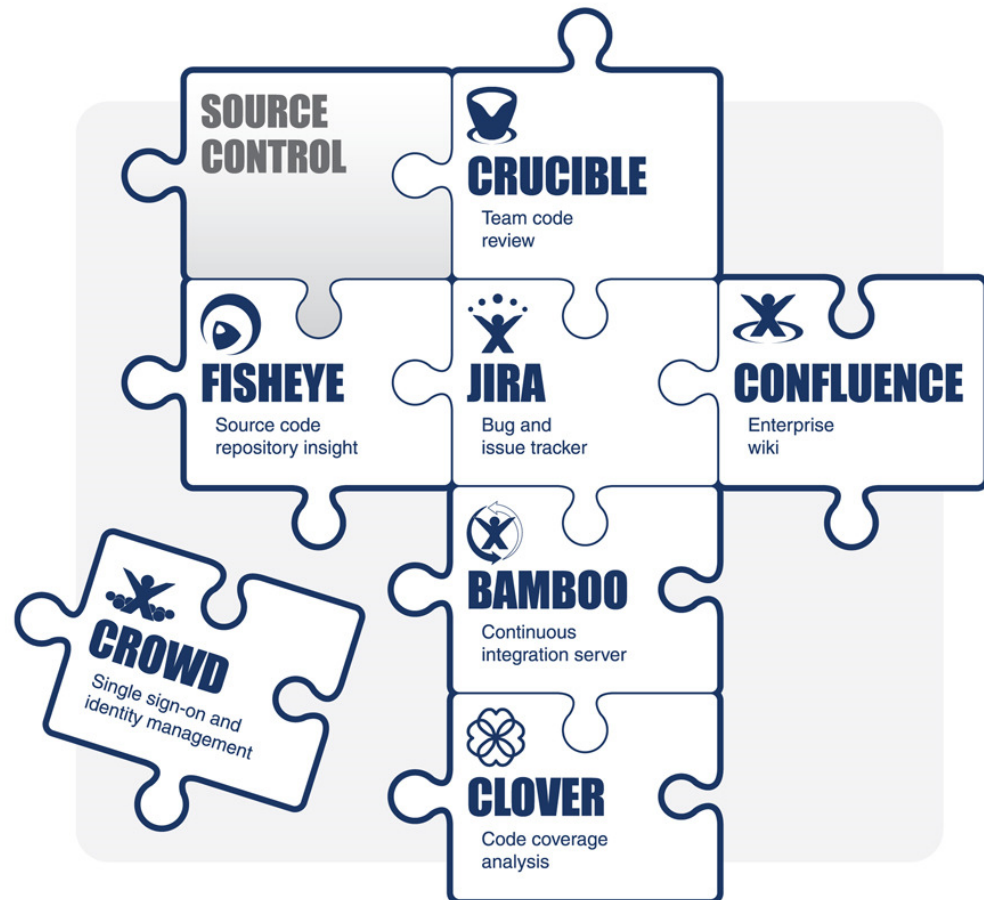


## JIRA Defined

- ❑ One of hundreds (thousands?) of issue tracking products
- ❑ Chosen by IIU due to simplicity, self-hostability, cost and widespread use
- ❑ Integrates well with other Atlassian products
- ❑ Not necessarily the best, but works ok for us
- ❑ Tracks issues by requirements, user, time, dependency
- ❑ Allows for custom workflows, custom fields

## JIRA Defined

- ❑ One of many Atlassian products
- ❑ IIU also uses Confluence
- ❑ May use others



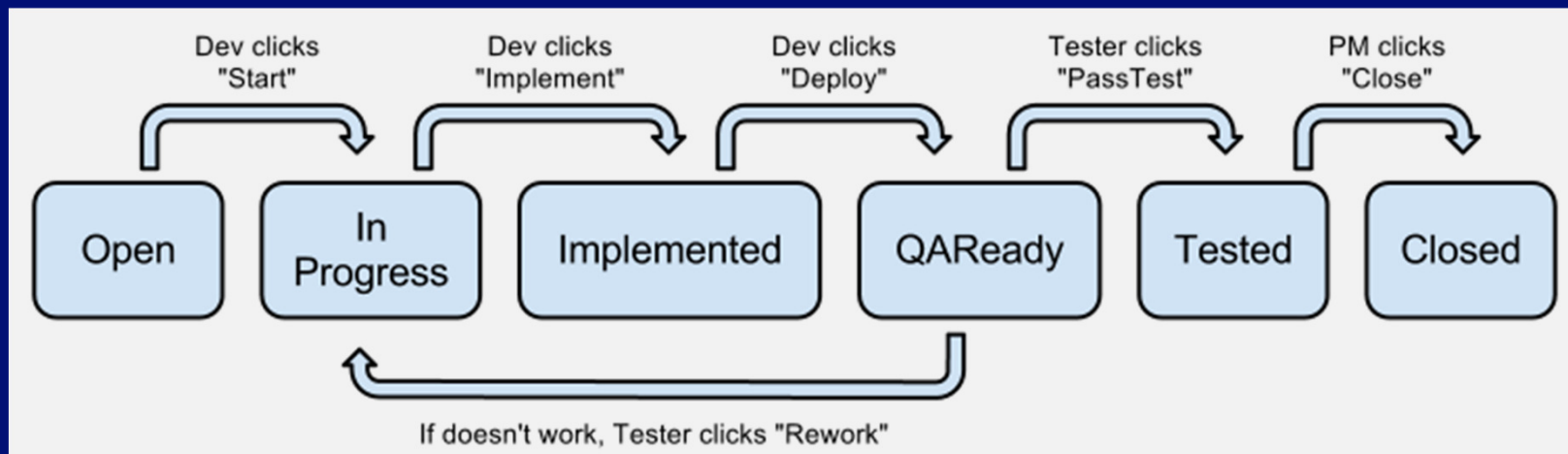
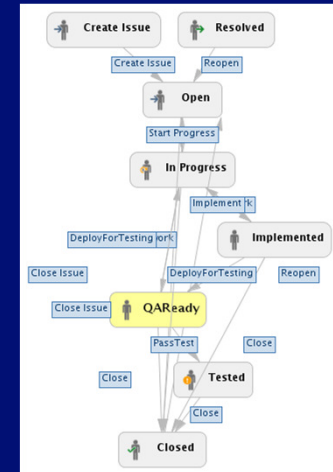


## IIU's JIRA

- ❑ JIRA is part of IIU's agile software process (<http://bit.ly/15xJ3Rr>)
- ❑ IIU maintains and administers for internal projects as well as other groups within CDC
- ❑ Used to estimate, plan and track software tasks in developing prototypes (aka "sprint planning")
- ❑ Collaboration between product owner, developer, SME, architect, etc.
- ❑ Creates "digital wake"

## Issue Workflow

- ❑ Simplified issue workflow created by team
- ❑ Implemented within JIRA as a more complex workflow with transitions







http://code.phiresearchlab.org/jira/browse/RPMS

RPMS - Informatics Lab JIRA

JIRA

Dashboards


Projects

Issues

Agile

Create Issue

RPMS

Key: RPMS · Lead:  Tom Savel · Category: Internal

Overview

Administration

Summary

Issues

Road Map

Agile

Change Log

Popular Issues

Git Commits

Versions

Components

Labels

Issues

All issues

Unresolved

Added recently

Resolved recently

Updated recently






Assigned to me

Reported by me

Unscheduled

Outstanding

Unresolved: By Priority

Priority	Issues	Percentage
 Blocker	1	<div></div> 3%
 Critical	3	<div></div> 9%
 Major	9	<div></div> 27%
 Minor	7	<div></div> 21%
 Trivial	13	<div></div> 39%

View Issues

Unresolved: By Assignee

Assignee	Issues	Percentage
Allison Smith	9	<div></div> 27%
Tom Savel	21	<div></div> 64%
Unassigned	3	<div></div> 9%

http://code.phiresearchlab.org/jira/i#browse/RPMS-38?ql=project%20%3D%20RPMS-38


[RPMS-38] Get idemo ready...

JIRA

Dashboards ▾ Projects ▾ Issues ▾ Agile ▾ Create Issue

?

⚙

 RPMS / RPMS-38

1 of 1 ▴ ▾

Get idemo ready with rpms and permissions/logins

Return to Search

EditCommentAssignMoreReworkCloseWorkflowExport

Details

Type:Story

Priority:Blocker

Affects Version/s:s1

Component/s:Database

Labels:None

Environment:idemo

Status:Testing

(View Workflow)

Resolution:Unresolved

Fix Version/s:s1

People

Assignee:

Allison Smith

Assign to me

Reporter:

Allison Smith

Votes:

0 Vote for this issue

Watchers:

1 Start watching this issue

Description

Need idemo running to have others test the new application.  
I will need login/permissions to FTP to idemo and make database changes (create, delete, insert, etc.)  
  
Complete when idemo is running with RPMS v1, and developer has access to server and MySQL admin features/logins.

Issue Links

blocks

RPMS-36 Implement data entry form

RPMS-20 Create new database structure on idemo.

Activity

AllCommentsWork LogHistoryActivityGit Commits

Allison Smith added a comment - 28/Aug/13 11:41 AM

Met with Brian and have resolved remaining access issues.

Dates

Due:

26/Aug/13

Created:

16/Aug/13 10:24 AM

Updated:

28/Aug/13 11:41 AM

Time Tracking

Estimated:

1d

Remaining:

0m

Logged:

Browser address bar: <http://code.phiresearchlab.org/jira/secure/TaskBoard.jspa?selectedBoardId=1> | RPMS - Classic Task Board ...

Find: 135 | Previous | Next | Options

**JIRA** | Dashboards ▾ | Projects ▾ | Issues ▾ | Agile ▾ | **Create Issue**

**RPMS - Default** | Classic Task Board ▾ | s1 ▾ | All Assignees ▾

+ New Card | Views | Tools

Only My Issues | Hide Done Issues

**To Do - 1d 4h** | **In Progress - 1d** | **WaitingDeployment - 0m** | **DeployedForTest - 0m** | **Done - 0m**

**Other Issues**

**1 issue - 1d 4h**

- RPMS-31**  
Migrate engagement data to new DB structure on idemo.  
s1  
Allison Smith

**1 issue - 1d**

- RPMS-33**  
Update web page with current engagement data on idemo.  
s1  
Allison Smith

**3 issues - 0m**

- RPMS-17**  
Implement admin summary page  
s1  
Allison Smith
- RPMS-20**  
Create new database structure on idemo.  
s1  
Allison Smith
- RPMS-38**  
Get idemo ready with rpms and permissions/loqins  
s1  
Allison Smith

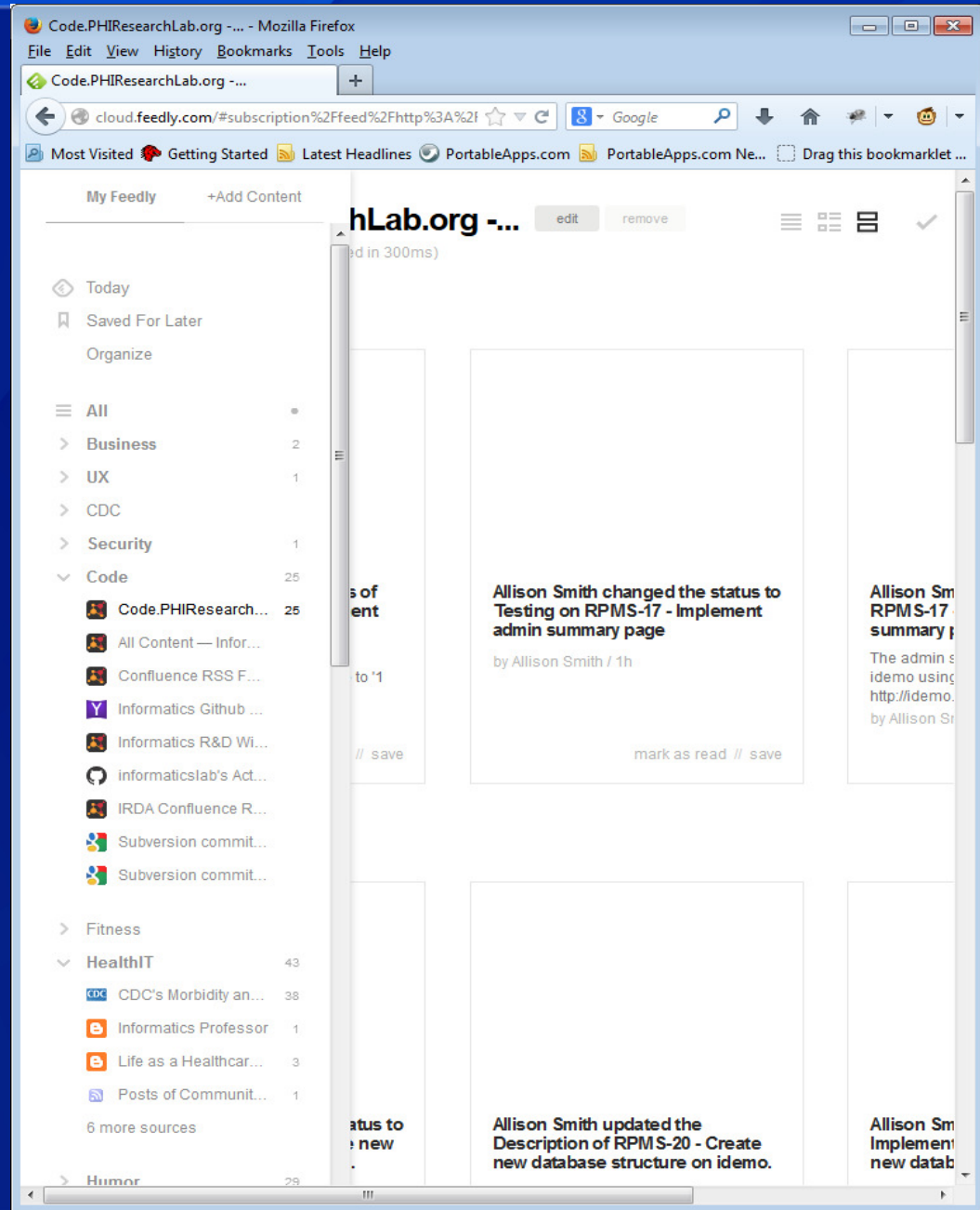
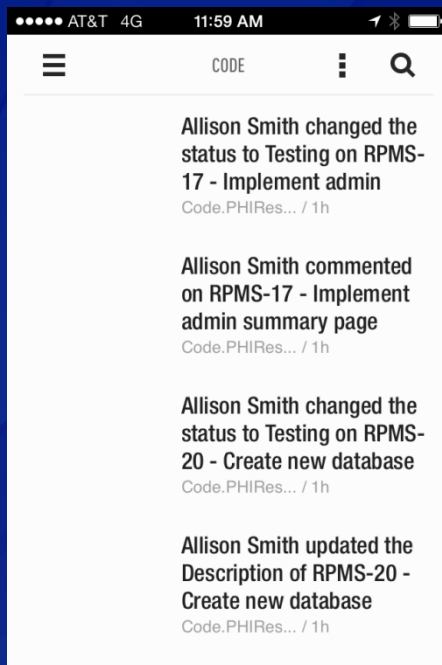
**5 issues - 0m**

- RPMS-7**  
Plan 1. Plan database restructuring: Design and document new database structure.  
s1  
Brian Lee
- RPMS-29**  
Plan 4. Meet to discuss needed data fields.  
s1  
Brian Lee
- RPMS-30**  
Plan 3. Define php/html adjustments to match db changes.  
s1  
Brian Lee
- RPMS-34**  
Create admin summary layout mockup  
s1  
Allison Smith



## Easy transparency through Web Feeds

- JIRA publishes read-only updates using RSS (Really Simple Syndication)
- Feeds can be integrated into your RSS reader of choice
- Quickly and easily lets you monitor changes to issues





## Lessons Learned

### ❑ Positive

- ❑ Easy to access
- ❑ Strong customizations possible
- ❑ Easy transparency
- ❑ Very cheap

### ❑ Negative

- ❑ Learning curve, culture shift
- ❑ Potential discomfort with degree of transparency
- ❑ Administration